

Summary of guidance for opening our high streets safely

Since updated with changed England legislation
Last updated 6 August 2020

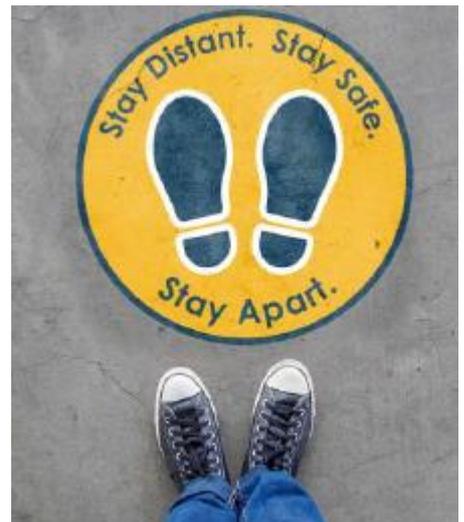


- Businesses need a **risk assessment** before reopening, to identify sensible measures to control risks. These should be a written assessment if you have a staff of five or more. Find a template and more information at <https://www.hse.gov.uk/risk/assessment.htm>.

- Consider changing the responsibilities of any **vulnerable staff** returning to work.

- Help customers and staff **keep their distance**. Depending on your space, this could mean:

- Setting up a table just inside your door and bringing products to your customers.
- A one-way system. Use tape or stickers on your floor (inside) to show where people can queue if necessary. Visit www.milton-keynes.gov.uk/safety-signs for downloadable stickers and posters.
- Limiting the number of customers at any one time.
- Ask for card or contactless payments where possible.
- Put items down for customers to pick up, rather than making hand to hand contact.
- Pre-bagging certain items that are usually self-serve.
- Consider staggered opening hours, different hours or 'by appointment only'. Tell your customers when your off-peak times are, as they might prefer to visit then.
- Creative use of use outdoor space for cafes and restaurants – subject to license agreements. Call our High Street Helpline on 01908 252241 for advice on what's allowed.



- As people enter, place **hand sanitiser** for customers to use.

- Display material reminding everyone of **official guidance** (download at www.milton-keynes.gov.uk/safety-signs – including a poster you can add your own instructions to).
- Do some **extra cleaning** of touch points, eg door plates and handrails, and any toilets. Wash your own hands frequently.
- Consider how people may need to **queue outside**, without blocking other businesses or the pavement. Consider putting a poster in your window to advise people. You may use freestanding signs no larger than A4 (see photo). DO NOT use large signs, A-boards or anything that would block access, and DO NOT paint, spray or permanently mark the pavement or road. Call our High Street Helpline on 01908 252241 for advice on what's allowed or if you're concerned about queues or other issues outside your premises.



- Consider how customers try on and return items to limit contamination, eg you may want to **close fitting rooms, and store any returned items for 72 hrs** before returning them on sale.
- Currently, people should wear **face coverings** in shops and other indoor places. Do not prevent this.
- **Additional protection should be worn** if cleaning an area used by someone with suspected or confirmed COVID-19.
- **Tell us about when you've reopened** (email communications@milton-keynes.gov.uk or use the hashtag #restartmk on social media). We'd like to hear about anything special you're doing, and when your busy/less busy times are. We'll share what's happening on our digital and social channels, which are followed by tens of thousands of local people.

Visit the Government's website for more [advice aimed at shops and small businesses](#) about working safely during the pandemic.